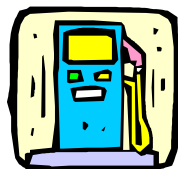


## Travel Briefs

### Airlines Add New Fuel Surcharge

A new fuel surcharge was imposed recently by major U.S. airlines, adding \$10 to a one-way airfare (\$20 to a roundtrip fare). Carriers blame rising fuel costs for the price increase. Fuel is the second largest operating expense for airlines, after labor costs.

Because the airlines are calling this a fuel surcharge and not a traditional fare increase, the extra cost does not immediately show up in the posted price of the ticket when a travel agent checks the fare. Agents uncover the increase either when they price the ticket or when they read through the fare rules.



The good news is that the increases will not affect state contract rates. Our current contract expires March 31, and the fares for the contract which goes into effect April 1 were set before the fuel surcharge was initiated. The increases apply only to published restricted fares.

### Northwest Airlines Offers Internet, Kiosk Check-In

Northwest Airlines is now enabling passengers to get through the airport faster for both domestic and international flights by offering check-in through their Web site and at airport kiosks called E-Service Centers.



With Internet check-in at [nwa.com](http://nwa.com), passengers can check in any time between 90 minutes and 30 hours prior to departure; print a boarding pass and e-ticket receipt; change or confirm your seat assignment; change your flight when the fare permits; or get roundtrip boarding passes if your flight is within 30 hours.

With Northwest's airport E-Service Center kiosks, passengers must check in at least 30 minutes before a domestic flight and 60 minutes before an international flight. As with the Internet check-in, you can receive a boarding pass and e-ticket receipt; change or confirm your seat assignment; or change your flight when the fare permits.

For both Internet and kiosk check-in, you can check your luggage either curbside with a skycap or at the Northwest counter with an agent. Currently, the E-Service Center kiosks are located in 145 airports in the U.S. and Canada, including at the Salt Lake International Airport.

### West Coast Hotel Changes Name

The West Coast Hotel, located at 161 West 600 South, is now a Red Lion Hotel. The hotel's telephone number, personnel, rates, and facilities all remain the same. Only the hotel's name has changed.

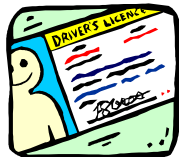


### Name on Airline Reservation Must Match Name on Driver's License

Travel planners, please remember that in order to pass through security the name on the traveler's airline ticket must **match exactly** the name on his driver's license. It is vital that you check with your traveler to find out what name is on the driver's license before you book an airline reservation.

With increased security at airports, even the smallest deviation between the name on the ticket and the name on the driver's license can render the airline ticket invalid. For example, if you book an airline reservation for *Rick Anderson* but the driver's license is issued in the name *Richard Anderson*, chances are good the traveler will not be allowed to fly on the ticket. Another example of a ticket that would be invalid is a reservation booked under the first name *Charlie* when the name on the traveler's driver's license is *Xing*. A third common situation which would not pass security is when a reservation is booked under a woman's married name but her driver's license still shows her maiden name.

If the airline refuses to change the name on a ticket because the name does not match the driver's license, the agency will have to book another reservation in the correct name and pay for a second ticket.



### On-Line Booking Carries No Guarantees

A recent article in the February 24, 2003 issue of *Travel Weekly* reinforced the policy not to allow travelers to book their own airline reservations over the

Internet. According to the article titled "The Perils of On-line Booking," generally speaking, if you book an airline reservation through an airline Web site or other on-line booking service, you give up all of your legal rights.

Author Mark Pestronk, an attorney, says all fare information and booking capabilities on the Web sites are provided "as is." This means that if the information on the site is wrong, you have no legal remedy. It also means that if the Internet site makes errors in transmitting your booking or fails to transmit it at all, there is nothing you can do about it.

All sites disclaim all "warranties of suitability for a particular purpose." This means that, legally speaking, the Web sites' owners are telling you that they do not promise their sites are suitable for anything and that, if you do use them, the owners have no responsibility if anything does not work.

Pestronk says that the legal terms quoted on the Web sites make on-line transactions legally similar to buying a used car from a non-dealer. The seller sells the car "as is" with no warranties. Whatever is wrong with the car is the buyer's problem.

Five of the seven airline Web sites (American, Continental, Northwest, United, and US Airways), and all three public booking sites (Orbitz, Expedia, and Travelocity) make you waive all claims for monetary damages of any kind. This generally means that you agree not to sue for damages in any case. Orbitz even extends this disclaimer to all of its travel suppliers. However, both Delta and Southwest omit the waiver of monetary damages from their Internet sites. ➔

